

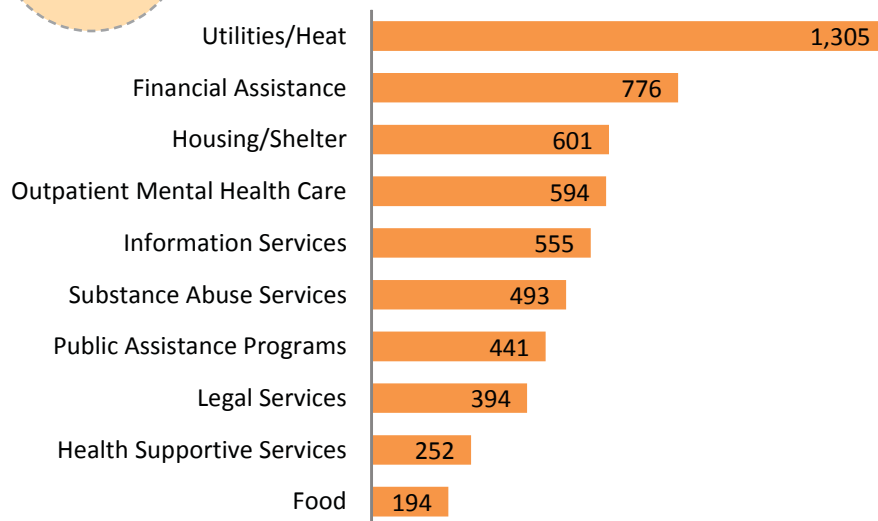


One number - thousands of services. 2-1-1 is an easy-to-remember number that connects people who want to give help or get help with a full range of health and human services in their community.

Between July 1, 2010 and June 30, 2011, United Way 2-1-1, along with all of our specialized call centers, handled more than 421,000 calls and saw more than 755,000 searches on [www.211ct.org](http://www.211ct.org). The number of referrals we provided was even greater, given that one caller may have multiple needs requiring multiple referrals.

## FISCAL YEAR 2011: UNITED WAY OF NORTHWEST CONNECTICUT (UWNWCT)

### TOP TEN 2-1-1 REQUESTS FOR SERVICES FOR (UWNWCT)



United Way 2-1-1 handled 5,487 calls that resulted in 7,517 requests for services from UWNWCT towns.

### NUMBER OF REQUESTS FOR SERVICES BY TOWN FY11

Town	Requests
Barkhamsted	163
Canaan	180
Colebrook	25
Cornwall	49
Goshen	82
Hartland	71

Town	Requests
Harwinton	172
Litchfield	418
Morris	76
New Hartford	188
Norfolk	57

Town	Requests
North Canaan	43
Salisbury	110
Sharon	136
Torrington	4,437
Winchester	1,310

# A Network Of Care

## 2-1-1 HEALTH AND HUMAN SERVICES

- Provides information and referrals to health and social service programs in your community and across Connecticut.
- Provides crisis intervention counseling to those in need.
- Serves as the access point for the children's Emergency Mobile Psychiatric Services program (EMPS).
- Is available 24 hours a day, 7 days a week.
- Utilizes a computerized database of approximately 4,500 health and human service providers offering approximately 48,000 services and 4,870 licensed child care facilities.

## 2-1-1 CHILD CARE

- Assists parents and child care providers in locating appropriate resources and referrals.
- Educates parents/providers on quality indicators of early childhood programs.
- Maintains a database of all licensed and license exempt programs in Connecticut.

## HUSKY INFOLINE

- Provides information on the HUSKY (Healthcare for Uninsured Kids and Youth and some parents too) program and assists families obtain HUSKY coverage.
- Assists families enrolled in the HUSKY program obtain healthcare services.

## CHILD DEVELOPMENT INFOLINE

- Serves as the access point for the Connecticut Birth to Three System, Help Me Grow, Early Childhood Special Education Services and Children and Youth with Special Health Care Needs.
- Provides information, education and support for early intervention services, developmental concerns, managing challenging behaviors, parent education/ family support, special education, disability and health related issues.

## CARE 4 KIDS

- Offers financial assistance to help low and moderate income working parents pay for child care.

## COMMUNITY RESULTS CENTER

- Provides research and analysis to inform local planning and measure community change.
- Provides expertise in asset mapping data collection, research and evaluation.
- Provides overall marketing and communications support for 2-1-1.

## CALL EXAMPLES:

Where can I donate household appliances, furniture, clothing, toys, books, or school supplies?

My family doesn't have medical insurance and we have no money, can you tell me the names of some free clinics in my area?

How can I find out about recreational activities and summer camps for teens?

I am a widow and am worried about the gas shut off notice I received.

I love my boyfriend, but he hits me. Is there any way to make him stop?

I need help with preparing my tax forms.

My mother needs help with transportation to her doctor appointments.

Are there parenting classes available in my area?

My husband and I are looking for child care options near our home or workplace.

Since my father died, I have been so depressed, and sometimes I think it would just hurt less to kill myself.